



International Student Handbook

Australian Training School Pty Ltd trading as Southern Academy of Business & Technology

RTO Number: 31595

CRICOS Provider Code: 03602E

Contact Details: P: 1300 852 205

E: info@sabt.edu.au



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WELCOME

Welcome to the Southern Academy of Business and Technology.

At the Southern Academy of Business and Technology we are committed to the provision of high quality vocational education and training.

Our pledge is to enrich your life, provide you learning in a fun, caring and responsive environment and open up a world of opportunity for you.

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Study Location

Southern Academy of Business and Technology

Head Office and City Campus: Level 1,2 and 4, 95 Bathurst Street, Sydney NSW 2000
Campus: Unit 1, 159 Queen St, Campbelltown NSW 2560

Adelaide Campus: Unit 1, 97 Pirie Street, Adelaide SA 5000

Tel: **1300 852 205**

Email: info@sabt.edu.au

Web: www.sabt.edu.au



Contact Information and Emergency Contacts

CEO: Mana Khatri

Tel: 1300 852 205

Email: mana@sabt.edu.au

Academic Manager: Muhammad Khan

Tel: 1300 852 205

Email: muhamamd@sabt.edu.au

International Student Support Officer: Karuna Dangi

Tel: 1300 852 205

Email: info@sabt.edu.au

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA)

Dial 131 881

Monday to Friday 9am to 5pm

Office

Address:

Upper Ground Entrance, 26 Lee St. Sydney NSW 2000

Opening hours 9 am to 4 pm Monday to Friday

Police Station

Sydney City Police Station

Address: 192 Day St, Sydney NSW 2000

Phone: (02) 9265 6499

Campbelltown Police Station

Address: 65 Queen St, Campbelltown NSW 2560

Phone: (02) 4620 1199

Adelaide Police Station

176 Grenfall Street, Adelaide SA 5000

Phone: (08) 7322 4800



Local Medical Centres:

Sydney City:

Sydney Medical Centre
580 George Street Sydney NSW 2000
Phone: (02) 9261 9261

Campbelltown

Campbelltown Medical & Dental Centre 251 Queen St Campbelltown 2560 Phone: (02) 4625 3614

Adelaide

Adelaide City General Practice
2/29 King William Street, Adelaide SA 5000
Phone: (08) 8410 1322

Transport:

Trains, buses, ferries in Sydney: <http://www.transportnsw.info/>

Train Bus or Tram in Adelaide: <https://www.adelaidemetro.com.au/metroMATE/Home>

Legion cabs: <http://www.legioncabs.com.au/cms/pages/!/display.html>

Taxis Combined: <http://www.taxiscombined.com.au/>

Uber: <https://www.uber.com/en-AU/cities/sydney/>
<https://www.uber.com/global/en/cities/adelaide/>

Public Facilities:

QVB Market Street Post Office

Address: 44 Market St, Sydney NSW 2000

Phone: 13 13 18

Australia Post - Campbelltown Post Shop

14 Dumaresq St Campbelltown 2560

Phone: 13 13 18

Rundle Mall Post Office

59 City Cross Arcade, Adelaide SA 5000

Phone: 13 13 18

Courses Provided by Southern Academy of Business and Technology

Course	CRICOS Code	Duration
BSB40215 Certificate IV in Business	095040F	52 weeks (4 terms)
BSB50215 Diploma of Business	095041E	52 weeks (4 terms)
BSB60215 Advanced Diploma of Business	095043C	52 weeks (4 terms)
FNS40217 Certificate IV in Accounting and Bookkeeping	099316F	52 weeks (4 terms)
FNS50217 Diploma of Accounting	099317E	52 weeks (4 terms)
FNS60217 Advanced Diploma of Accounting	099318D	52 weeks (4 terms)
BSB51918 Diploma of Leadership and Management	098896M	78 weeks (6 terms)
BSB61015 Advanced Diploma of Leadership and Management	096820C	52 weeks (4 terms)
FNS50315 Diploma of Finance and Mortgage Broking Management	096821B	78 weeks (6 terms)
FNS60615 Advanced Diploma of Banking Services Management	096822A	78 weeks (6 terms)
ICT50118 Diploma of Information Technology	096823M	65 Weeks (5 Terms)
ICT60215 Advanced Diploma of Network Security	096824K	52 weeks (4 terms)

THIRD PARTY ARRANGEMENTS

Southern Academy of Business and Technology uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our web site.

ADMISSIONS AND ENROLMENT

Southern Academy of Business and Technology accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form which you can download from our [web site](#) or can be emailed to you. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the 2 years) such as IELTS or PTE or TOEFL.



English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have completed an English Placement Test.
- You have successfully completed your High School in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Handbook on Course Credit.

Once you have completed your Enrolment form and gathered all the necessary documentary evidence, send it to info@sabt.edu.au along with a non-refundable application fee of AUD\$200. You will be contacted within 5 days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover and payment of fees.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <https://www.usi.gov.au/students/create-your-usi>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.



CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Southern Academy of Business and Technology can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

You must apply for credit along with your application for enrolment.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Southern Academy of Business and Technology will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Southern Academy of Business and Technology has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You must apply for RPL at the time of enrolment.

If you think RPL is a suitable option for you, the first step is to contact our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

Our academic team will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. Alternatively - you may wish to insert details here regarding the application fee and any other fees and charges involved in RPL (or not if these vary from course to course). For more information about submitting an application for RPL, contact our office.

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/trav/stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Southern Academy of Business and Technology and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund for the fees that you have paid as per our fees and refund policy.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.



ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in. Sydney International Airport is located at Sydney Airport about 15 minutes from the CBD.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (eCoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Southern Academy of Business and Technology at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Government Department of Agriculture and Water Resources website at <http://www.agriculture.gov.au/travelling/to-australia>

ARRIVING IN AUSTRALIA

Getting from Location airport to your accommodation

Train

If you are coming to Sydney or Campbelltown Campus, direct trains from Sydney airport are available to both of these locations. For Sydney City Campus, you catch train for Town Hall Station. For Campbelltown Campus, you can catch train for Campbelltown Station. The airport train is a convenient way to reach the



centre of Sydney or Campbelltown. Trains run approximately every 30 minutes and the journey to the city takes only 13 minutes. For Campbelltown, it takes about 40 minutes to get there by train. You require an Opal Card to travel via Sydney's train, bus and ferry system. You can get an Adult or Child/Youth Opal Card from the Airport Train Station. Train Ticket fares and other details are available at <https://www.opal.com.au>

More details are available on:

<https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#train-transport-options-parking-and-transport>

If you are arriving in Adelaide, you can travel to our Adelaide Campus either by taxi, bus or ube. It is about 20 minutes travel distance in off peak traffic hours. You may ask the airport staff at information desk if you need further information or help.

Taxis

In Sydney, each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers.

Taxi Rank Locations, Taxi Fares and few Taxi companies are available on

<https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#taxi-andrideshare-transport%20options-international-parking-and-transport>

The Sydney CBD is about a 30 minutes ride away depending on traffic and will cost about \$70 one-way. For Campbelltown, it may take about 1 hour in off traffic time and may cost about \$100 one-way.

For Adelaide by taxi, you may refer to the link below:

<https://www.adelaideairport.com.au/parking-transport/transport-options/taxis/>

It may take approximately half hour by taxi and may cost about \$50 one –way during off traffic time.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Australia, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

<http://www.hostels.com/hostels/sydney/sydney-student-living/73573>

<https://www.yha.com.au/hostels/nsw/sydney-surrounds/sydney-central-backpackers-hostel/>

You can also stay with a family in their home. For more information, visit:

- [Oz Homestay](#)
- [Aussie Families Homestay Care](#),
- [Homestay Network](#)
- [Meridian Homestay Services](#)
- [Global Experience](#)
- [Australian Homestay Network](#)

There are a range of long-term accommodation options for international students. For example:

Private rental

A private rental is where you sign a lease for a whole apartment or house.. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

It is important to remember that as an international Student, you have the same renting rights as local residents.

For more information about renting and your rights and responsibilities, visit the NSW Fair Trading web site at:

[http://www.fairtrading.nsw.gov.au/ftw/Tenants and home owners/Renting a home.page](http://www.fairtrading.nsw.gov.au/ftw/Tenants%20and%20home%20owners/Renting%20a%20home.page)

You may also contact us if you need details or advice on this.

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.border.gov.au.

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney are as follows

- Centre-based childcare \$70-\$192 per day
- Family day care \$7.50-\$16.80 per hour dependent on location and service
- Nannies \$17-\$25 per hour live in \$17-\$35 per hour live out (+agency fee)
- Au pairs (living in your home) \$200-\$300 per week (+agency fee)

Find out more at:

<https://www.careforkids.com.au/>

For school children, current costs range from AUD5200 for 2018 & 2019 year and provide costs for all school years as costs vary depending on the school year.

To find out more about application processes and costs go to:

<http://www.schools.nsw.edu.au/gotoschool/enrolment/index.php>

<http://www.privateschoolsguide.com/NSW-Private-Schools>

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Australian Training School Pty Ltd trading as Southern Academy of Business and Technology | RTO Code: 31595 | CRICOS Provider Code: 03602E
95 Bathurst Street Sydney NSW 2000 | Unit 1, 159 Queen St, Campbelltown NSW 2560 | Unit 1, 97 Pirie Street, Adelaide SA 5000 |
Phone: 1300 852 205 | Email: info@sabt.edu.au |

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Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.



If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical and psychological.

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>



COURSE INDUCTION

At the start of your course will be provided with an orientation. This will be on the first day of your course and will usually last about 2 hours.

The orientation will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- information on health and safety, including seeking assistance for and report an incident that impacts significantly on your well-being, including critical incidents (see also the section in this handbook on health and safety and critical incidents)
- facilities and resources, including the local library
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- student visa conditions relating to course progress and attendance.
- Information about employment rights.

The orientation will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The orientation also provides an opportunity for you to ask any questions you might have about studying with us. During this orientation, we also make sure that we have all the required forms and paperwork filled in.

General housekeeping arrangements are also discussed as stated in the section below.



COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Southern Academy of Business and Technology focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

It is an expectation that you attend every class so as to not fall behind. You must maintain satisfactory attendance (as a minimum 80%).

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and Assessment Task Cover Sheet through SABB's learning management system. The system requires you to make a declaration that the work is your own.

Written work will be marked by the assessor within 30 days of receipt. Your assessor will provide you with feedback and confirm the outcome of the task on the Task Cover Sheet through the learning management system.



Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit. If one or more of the tasks are assessed as Not Satisfactory, they will be given an outcome for the unit of Competency Not Achieved (CNA). The student can have a total of 2 attempts to complete each task and achieve a 'Satisfactory' outcome (noting that the second attempt is chargeable as per the fees and refunds policy). The student will be advised of the timeframe for resubmission (usually within 2 weeks) and advised what they must include in their re-submission (usually the whole task again).

If, after the second attempt, the student is still assessed as Not Satisfactory for a task, they will need to re-enrol in the unit.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training/teaching and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different colored paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor/teacher if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Southern Academy of Business and Technology has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

FEES AND REFUNDS



Protection of fees paid in advance

Southern Academy of Business and Technology protects the fees that are paid in advance. For international student fee protection is ensured as follows:

- Southern Academy of Business and Technology does not require international students to pay more than 50% of course fees prior to course commencement. However, Australian Training School provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Southern Academy of Business and Technology will require students to pay the full cost of the course prior to course commencement.
- Southern Academy of Business and Technology pays into the Tuition Protection Service (TPS) provided by the Australian Government.

In the event that Southern Academy of Business and Technology is unable to deliver a course a student has paid for and does not meet the obligation to either offer a student an alternative course or pay a student a refund of the unspent prepaid tuition fees, the TPS will assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

Fees and refund information

Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as on our website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

For international students, fee information is always provided prior to enrolment as per the requirements of the National Code 2018. Fee information provided to domestic and international students includes:

- All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
- Any additional charges that may apply and the circumstances in which they apply
- The potential for changes to fees over the duration of the course
- Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)
- The Student Agreement and this International Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Southern Academy of Business and Technology does not use direct approach marketing or tele-sales and therefore no cooling-off period applies to its courses.

Inclusions in course fees

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95 Bathurst Street Sydney NSW 2000 | Unit 1, 159 Queen St, Campbelltown NSW 2560 | Unit 1, 97 Pirie Street, Adelaide SA 5000 |
Phone: 1300 852 205 | Email: info@sabt.edu.au |

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Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

- Material Fee as part of the course fee will cover your learning resources provided through our learning management system. You will need buy your own laptop as specified in the course information available at www.sabt.edu.au. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$80 per request.
- Course fees do not include Overseas Student Health Cover or optional extras such as airport pick ups. These fees are at an additional cost as outlined under additional fees and charges.

Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. \$200 late fee per week will be applied where any fees were not paid on the due date. Maximum of \$400 of late fee will be applied in case of non-payment of fees for each instances.

International students who do not pay their fees will be reported to DET via PRISMS under student default.

Refunds

All course fees, include a non-refundable deposit / enrolment fee which is outlined on the Course Outline. The deposit is non-refundable except in the unlikely situation where Southern Academy of Business and Technology is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Southern Academy of Business and Technology in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

Refunds – international students

For international students, eligibility for a refund will be assessed as follows:

- All course fees for international students include a non-refundable enrolment fee which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
 - A full refund of any fees paid (including the deposit) will apply if Southern Academy of Business and Technology is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.



- **Circumstances in which a refund will be paid – FULL REFUNDS APPLY**

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of Southern Academy of Business and Technology's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by Southern Academy of Business and Technology and this is not due to incorrect or incomplete information being provided by the student.

- **Refund process for full refunds**

- In any of the above situations, Southern Academy of Business and Technology will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

- **Circumstances in which a partial refunds will be paid – PARTIAL REFUND**

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where Southern Academy of Business and Technology fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.
- If an offshore international student is refused a visa (student default) before commencing their course, Southern Academy of Business and Technology will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
- If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied incorrect or incomplete information and as a result Southern Academy of Business and Technology withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 50% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 50 % administration fee.



- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out circumstances for full refunds, 80% of the deposit paid will be refunded.
 - If a student withdraws or defers their course after the course has started and they have paid for units/clusters/modules that have not been commenced. This will be calculated on a per unit or cluster cost calculated as the course fee less administration fees of 50%, less textbook fees divided by the total number of units or clusters or modules in the course.
- **Refund process for partial refunds**
 - Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
 - The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Southern Academy of Business and Technology to provide those services.
 - The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
 - A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
 - **Circumstances in which a refund will not be paid – NO REFUND**
 - A student is not entitled to a refund in the following circumstances:
 - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
 - Where Southern Academy of Business and Technology terminates the student's enrolment because of a failure to comply with Southern Academy of Business and Technology policies, misbehaviour or unsatisfactory course progress.

Outcomes of refund decisions

Southern Academy of Business and Technology will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following Southern Academy of Business and Technology's Complaints and Appeals Policy and Procedure.



Additional Fees and Charges

Southern Academy of Business and Technology has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

Fee Name	Description	Refundable
Enrolment Fee The fee is required to confirm a student's entry to Southern English College and must be paid upon application. Enrolment fee is non-refundable and non-transferrable	\$200	Non-Refundable
Material Fees	\$300	Refundable
Deferral Fee The fee is payable at the time of applying for deferral	\$100	Non-Refundable
Extension Fee The fee is payable at the time of applying for extension	\$100	Non-Refundable
Re-enrolment Fee The fee is payable at the time of re-enrolment	\$100	Non-Refundable
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.	\$80	Non-Refundable
Replacement textbooks The first copy of required text books and learning materials are included in course fees	On request	Non-Refundable
Surcharges for credit card payments The surcharges are applied to each transaction using credit cards	Visa and Master Card: 1.5% Amex: 3.0%	Non-Refundable
Recognition of Prior Learning	\$200.00 per unit	Non-Refundable
Reassessment of unit	\$100. per unit	Non-Refundable
Reissue of Photo Id Card	\$50	Non-Refundable
Overdue Tuition Fee. 5 working Days	\$200	Non-Refundable
Overdue Tuition Fee. More than 5 working days	\$200 (another \$200 on top of the above mentioned \$200)	Non-Refundable

CREDITS



A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Southern Academy of Business and Technology can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information as previously described.

The enrolment form and course entry interview will also help us identify any support you may need. Your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Computer and technology support.
- Referral to external support services.

Contact us at any time to discuss your support needs.

International Student Support Officer: Karuna Dangi

Tel: 1300 852 205; Email: info@sabt.edu.au

WELFARE SERVICES

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We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Redfern Legal Centre

<http://rlc.org.au/our-services/international-students>

The Redfern Legal Centre gives free, confidential legal advice to international students living in New South Wales.

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Call 1300 224 636 or go to www.beyondblue.com.au for more information.



MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Southern Academy of Business and Technology will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Southern Academy of Business and Technology decision to report you to DHA. However, an appeal will only be considered if Southern Academy of Business and Technology has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Southern Academy of Business and Technology is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.



Where you are at risk of not meeting attendance requirements, we will communicate with you to remind you of your attendance obligation. In response, you are expected to respond, attend the college and contact student support if you have any issue or concern that may prevent you from attending your classes. You will get support from Student Services if you contact the college with your concern, difficulty or problem. The example of support may be, discussing your issue or concern, directing you to the right support services, and being available to hear your concern and address them. If you do not respond to our reminders, we will commence the process of warning you for unsatisfactory attendance. Once the process for warning you for unsatisfactory attendance commences and you do not respond or continue to fail the attendance requirements, we will be required to report you to Department of Home Affairs (DHA). DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

COURSE TRANSFER

1. Southern Academy of Business and Technology will not knowingly enrol a student wishing to transfer from another registered provider's course of study except where:
 - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - the original registered provider has provided a written letter of release;
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
2. If any of the above conditions apply, Southern Academy of Business and Technology can enroll a student before they have completed six months of their principal course.
3. Southern Academy of Business and Technology will not actively recruit a student before the student has completed six months of their course.
4. The restriction to not enroll transferring students also applies to any prerequisite courses in a package of courses.
5. Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods.
6. The circumstances in which a transfer will be granted include:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or



- offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
 - The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
7. A transfer to another course will usually not be granted where:
- The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
8. All decisions made by Southern Academy of Business and Technology with regard to a student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.
9. In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
10. A letter of release will always be granted where a student has provided evidence that he or she was misled by Southern Academy of Business and Technology or migration agent regarding the provider or its course which is in breach of the ESOS Act.
11. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
12. There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with Southern Academy of Business and Technology's Fees and Refunds Policy and Procedure
13. Students who are granted a letter of release must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DHA on 131881 or visit their web site at www.border.gov.au.
14. Information about course transfer is provided to students in the International Student Handbook and Course Guides which are provided to students prior to or upon commencement of a course. These are also available on Southern Academy of Business and Technology's website at www.sabt.edu.au
15. Where the decision is made to refuse a student or Southern Academy of Business and Technology does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Southern Academy of Business and Technology Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
16. All records relating to course transfers will be kept on a student's file.



DEFERRAL, SUSPENSION AND CANCELLATION

Deferral and suspension of studies

1. Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
2. When determining whether compassionate or compelling circumstances exist, Southern Academy of Business and Technology considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
3. A retrospective deferment or suspension may be justified if the student was unable to contact Southern Academy of Business and Technology because of a circumstance such as being involved in a car accident.
4. Where a student initiated deferral or suspension of enrolment is granted, Southern Academy of Business and Technology will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Cancellation of studies

5. Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Southern Academy of Business and Technology Course Transfer Policy and Procedure.
6. Southern Academy of Business and Technology may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
7. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Southern Academy of Business and Technology Course Progress and Attendance Monitoring Policy and Procedures.



Visa status

8. Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Southern Academy of Business and Technology will notify DET via PRISMS of the change in enrolment status.
9. Where a student accesses the Complaints and Appeals process, Southern Academy of Business and Technology will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
10. Students are referred to the DHA web site (<https://www.border.gov.au/>) or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.
11. Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DHA a new CoE or provide DHA with evidence that he or she has accessed an external appeals process.
12. Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Southern Academy of Business and Technology, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
13. Where Southern Academy of Business and Technology initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Southern Academy of Business and Technology's *Complaints and Appeals Policy and Procedure*, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.
14. Students may choose to access an external appeals process as per Southern Academy of Business and Technology's *Complaints and Appeals Policy and Procedure*. In the case of an external appeal, Southern Academy of Business and Technology is not required to wait for the outcome of the external appeal before notifying DHA of the change to the student's enrolment status.
15. In relation to suspension, Southern Academy of Business and Technology will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.
16. Southern Academy of Business and Technology provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.



17. Students may access all relevant forms for deferral or suspension through Southern Academy of Business and Technology web site or by direct request.
18. Standards of behaviour required are outlined in this International Student Handbook.
19. Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Southern Academy of Business and Technology will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site (<https://www.border.gov.au/>) or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Southern Academy of Business and Technology, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Southern Academy of Business and Technology will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Southern Academy of Business and Technology will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.



We also welcome feedback from you at any time by email and phone.

STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment, which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Southern Academy of Business and Technology holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Southern Academy of Business and Technology on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with Southern Academy of Business and Technology, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Southern Academy of Business and Technology in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.



- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Southern Academy of Business and Technology if any difficulties arise as part of their involvement in the program.
- Notify Southern Academy of Business and Technology if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Southern Academy of Business and Technology must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Southern Academy of Business and Technology has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.



- Ensure you are familiar with Southern Academy of Business and Technology emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Southern Academy of Business and Technology is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Southern Academy of Business and Technology will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Southern Academy of Business and Technology Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Southern Academy of Business and Technology aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Southern Academy of Business and Technology.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Southern Academy of Business and Technology provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure



that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

PRIVACY POLICY

In collecting your personal information Southern Academy of Business and Technology will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or

- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Collection of information

- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information
 - information required for the issuance of a USI.

Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Southern Academy of Business and Technology upon enrolment. Alternatively, Southern Academy of Business and Technology can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Southern Academy of Business and Technology applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - name, including first or given name(s), middle name(s) and surname or family name
 - date of birth
 - city or town of birth
 - country of birth
 - gender
 - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Southern Academy of Business and Technology will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or required by law to access the information
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
 - will not otherwise be disclosed without the student’s consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Southern Academy of Business and Technology will be unable to issue a qualification or statement of attainment.

Storage and use of information

- Southern Academy of Business and Technology will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and



qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.

- Southern Academy of Business and Technology may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

Disclosure of information

- The personal information about students enrolled in a Course with Southern Academy of Business and Technology may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), Training Queensland and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.
- Southern Academy of Business and Technology will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Southern Academy of Business and Technology believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Southern Academy of Business and Technology holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Southern Academy of Business and Technology holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

1. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within Southern Academy of Business and Technology can do so by following Southern Academy of Business and Technology's Complaints and Appeals Policy and Procedure.



ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Southern Academy of Business and Technology holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to Administration using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of and Southern Academy of Business and Technology staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

Where student requests for incorrect records held about them to be corrected, they can do so by filling in an *Amendment to Records Request Form*. If it is a change of address or contact details of a current student, they can use the *Change of Details Form*. Southern Academy of Business and Technology will review your request and if records are incorrect, update records accordingly. You will be advised in writing of the actions taken to follow up your request

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code,, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Southern Academy of Business and Technology will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

COMPLAINTS AND APPEALS POLICY

1. Southern Academy of Business and Technology responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Southern Academy of Business and Technology.
 - Any student or client of Southern Academy of Business and Technology.
2. Complaints may be made in relation to any of Southern Academy of Business and Technology's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
3. Appeals should be made to request that a decision made by Southern Academy of Business and Technology is reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Southern Academy of Business and Technology
4. Southern Academy of Business and Technology is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Southern Academy of Business and Technology ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
5. Southern Academy of Business and Technology will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
6. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint of appeal

7. Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.



8. Complaints and appeals should be made in writing using the *Complaints and Appeals Form*.
Your complaint or appeal will be acknowledged in writing.
When making a complaint or appeal, provide as much information as possible to enable Southern Academy of Business and Technology to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
9. Your complaint or appeal will be acknowledged in writing within 3 business days and action will be taken towards addressing the complaint and appeal within 10 business days.
10. Some or all members of the management team of Southern Academy of Business and Technology will be involved in resolving complaints and appeals as outlined in the procedures.
11. Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal. Additionally, where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
12. Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
13. Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
14. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
15. The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, Southern Academy of Business and Technology will maintain the student's enrolment while the complaints and appeals process is ongoing.
 - For international students, Southern Academy of Business and Technology will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Southern Academy of Business and Technology maintains the student's enrolment as follows:
 - If the appeal is against Southern Academy of Business and Technology's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Southern Academy of Business and Technology's decision to report.
 - If the appeal is against Southern Academy of Business and Technology's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Southern Academy of Business and Technology will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

Independent Parties

Australian Training School Pty Ltd trading as Southern Academy of Business and Technology | RTO Code: 31595 | CRICOS Provider Code: 03602E
95 Bathurst Street Sydney NSW 2000 | Unit 1, 159 Queen St, Campbelltown NSW 2560 | Unit 1, 97 Pirie Street, Adelaide SA 5000 |
Phone: 1300 852 205 | Email: info@sabt.edu.au |

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Southern Academy of Business and Technology acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Southern Academy of Business and Technology.

- For domestic students, the independent party recommended by Southern Academy of Business and Technology is the Resolution Institute, however complainants and appellants are able to use their own external party at their own cost.
- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
- Southern Academy of Business and Technology will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Southern Academy of Business.

External complaint avenues

Complaints can also be made via the following avenues:

- National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: skilling@education.gov.au

For more information about the National Complaints Hotline, refer to the following webpage: <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Southern Academy of Business and Technology's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, it should be noted that ASQA is not a consumer protection agency and cannot act as an advocate for individual students.

Please refer to the relevant webpage below before making a complaint to ASQA:

<https://www.asqa.gov.au/complaints>

- The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to Southern Academy of Business and Technology:

- refusing admission to a course



- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Infinite Learning Institute.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

ISSUING OF CERTIFICATION DOCUMENTS

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Southern Academy of Business and Technology reserves the right to with-hold the issuance of qualifications or any other requested documents until all agreed fees the learner owes to the Southern Academy of Business and Technology have been paid.

Southern Academy of Business and Technology must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.